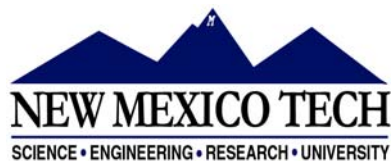


Posted: May 10, 2018



POSITION ANNOUNCEMENT

TITLE: CLIENT SUPPORT TECHNICAIN

DEPT: INFORMATION TECHNOLOGY & COMMUNICATIONS (ITC)

REG

TEMP

FULL TIME

PART TIME

STARTING RATE or SALARY RANGE: \$16.25

Employees being promoted to a higher classified position receive the minimum for the position or a pay rate adjustment of 8% whichever is greater.

INTERNAL POSTING THROUGH: May 18, 2018 CONSIDERATION WILL BE GIVEN FIRST TO TEMPORARY AND REGULAR TECH EMPLOYEES WHO APPLY WITHIN THE 7 DAY INTERNAL POSTING. APPLICATIONS RECEIVED AFTER THE 7 DAY POSTING MARGIN WILL BE CONSIDERED WITH OTHER OUTSIDE APPLICANTS.

JOB DUTIES:

Installs, troubleshoots and repairs computers and related hardware. Provides help-desk services, assisting users in the resolution of PC and PC related issues. Supervise student technicians. Train and assist other technicians. After-hours standby/on-call duties will be required.

REQUIRED QUALIFICATIONS:

Associates degree (or higher) or completion of program of 18+ months after high school required. Area of study: Information Technology, business or related field. OR One (1) year of applicable experience may be substituted for the education requirement. Experience in the installation, troubleshooting and repair of computational equipment in a business, educational or enterprise environment required. Knowledge of Microsoft Windows 7 and above and its use in a business, educational or enterprise environment required. Knowledge of Active Directory desired. Experience with UNIX/Linux desired. Knowledge of networking and network equipment in a business, educational or enterprise environment, including configuration of network devices desired. Must have a valid New Mexico Drivers License.